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# NEWS RELEASE

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## **MICROLOG'S uniQue AGENT™ WINS BEST OF CT DEMO & EXPO AWARD**

GERMANTOWN, MD, October 20, 1998 -- MICROLOG CORPORATION (NASDAQ:MLOG) has been awarded the prestigious "Best of Show" award for outstanding products and services demonstrated at this year's CT Demo & Expo show in New York City. Editors and engineers from Computer Telephony Magazine judged nominations based on technology innovation with an emphasis on a product's feature set, ability to work with existing standards, and the degree to which it contributed to the development of future CTI, Internet telephony, and call center products and services.

The "Best of Show" award was presented for Microlog's uniQue Agent, the first of many product offerings for customer contact centers from Microlog's uniQue™ family of open solutions. uniQue Agent incorporates computer telephony integration and Web technology, linking the agent's desktop with the company's intranet and/or extranet and its vast information base. Contact centers can develop custom applications for the agent's desktop easily and inexpensively.

uniQue Agent resides on a Windows® NT server and is built on Web technologies such as HTML, CGI, and Java for open cross-platform integration with other Internet technologies. Agents simply use a Java-enabled Web browser to interface with the uniQue Server, and are served a fully functional Java thin client -- no additional software is required. The applications are deployed, managed, and administered 100 percent from the server. Microlog plans to integrate agent applications from other companies with the uniQue Agent to enable a wide range of critical call center functions, including applications initiation, coordinated voice/data transfer and prioritized media blending. Microlog's first implementation of uniQue Agent supports Dialogic's CT Connect™.

"Our objective at the CT Demo & Expo show was to introduce uniQue Agent to the public, and to demonstrate the capabilities and benefits of unified queuing through open solutions," stated John Mears, Senior Vice President, Microlog Corporation. "Receiving this prestigious award confirms the excitement and enthusiasm we received from visitors who were given a demo of uniQue's capabilities."

Headquartered in Germantown, Maryland, Microlog Corporation designs, develops, markets, and supports a complete family of Contact Center solutions including interactive communications systems and applications that improve customer service and increase productivity, while reducing costs. The Company's products find wide application in government, retail, collections, health care, utility, and many other markets in over 18 countries including the United Kingdom, The Netherlands, France, Germany, and Italy. Microlog's products are sold through its direct sales force as well as through distributors, and value added resellers. Microlog received ISO 9001 certification in 1994, meeting the highest international standard for quality assurance. For more information, please visit the Microlog home page on the World Wide Web at <http://www.mlog.com>.

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